

Money and Legal Matters

Information, Advice and Advocacy

Advice centres

These centres usually offer free and confidential advice on a variety of issues including:

- Legal
- Money Matters
- Housing Matters
- Consumer
- Employment
- Welfare benefits.

National organisations

Age UK – advice national **0800 169 6565**

Asylum welcome Asylum Welcome provides free, confidential information, help and guidance for refugees, asylum seekers and immigration detainees in Oxford and Oxfordshire. We are an independent charity and we are not a government agency. **Telephone 01865 722082** We are open to the public on Mondays, Tuesdays, Wednesdays and Fridays (1000 – 1500).

Solicitors County wide

Age UK Oxfordshire, City and County
Tel: **01235 849400**

Oxfordshire Chinese Community & Advice Centre
Tel: **01865 204188**

Oxford City
Citizens Advice Bureau Oxford
Tel: **0844 573 0608**

Agnes Smith Advice Centre, 96 Blackbird Leys Road, Oxford OX4 5HS
Tel: **01865 770206** (available for residents of Blackbird Leys)

Barton Advice Centre
Underhill Circus, Oxford OX3 9LS
Tel: **01865 744152** (available for the residents of Barton and Headington)

Rosehill and Donnington Advice Centre
The Cabin, The Oval, Rose Hill, Oxford OX4 4SF
Tel: **01865 438634** (available for the residents of Rose Hill, Iffley, Littlemore, New Hinksey, Cowley and Donnington)

Oxford Citizens Advice Bureau, 95 St Aldates, Oxford
Tel: **0870 220 0608**

Age UK Oxfordshire, City and County
Tel: **01235 849400**

North Oxfordshire

Citizens Advice Bureau
Banbury
Tel: **0844 848 7922**

Bicester
Tel: **08445 730608**

South Oxfordshire

Citizens Advice Bureau

Didcot & District	01235 813632
Benson	01491 826539
Abingdon & District	01235 521894
Henley & District	01491 572129
Wallingford	01491 833118
Thame	01844 214827
Princess Risborough	0844 4994683

Age UK Oxfordshire City and County
Tel: 01235 849400

Berinsfield Information Centre, 39 Fane Drive, Berinsfield.
Tel: 01865 340313

The Abingdon Bridge – Young People aged 13-25 information and support
Tel: 01235 522375

West Oxfordshire

Citizens Advice Bureau Witney
Tel: 01993 705691; Chipping Norton 01608 641367

Age UK Chipping Norton
Tel: 01608 643458

Independent Advice Centre Wantage 16 Market Place Wantage Oxon
OX12 8AE 01235 765348

Advocacy and support groups

Advocacy is founded on the belief that people are of equal value regardless of ability, wealth or status and are therefore entitled to equal rights.

What can an advocate do?

An advocate can:

- Listen to you
- Help you to plan any action you may need or wish to take
- Write letters and make telephone calls with you, or for you
- Ensure your views are heard by attending meetings/reviews with you
- Obtain information for you, or put you in touch with someone who can
- Spend time with you preparing for meetings
- Investigate alternative sources of support
- Increase communication levels between yourself and others
- Find out what your rights are
- Liaise with relevant agencies

Local independent advocacy services are available to help you express your views and concerns.

Advocacy and advice groups

There are a number of organisations in Oxfordshire who cover the specific needs of people with mental health problems, learning disabilities, physical disabilities and sensory impairment, and of older people.

Oxfordshire Carers' Forum

Tel: **01993 706543**

Oxfordshire Advocacy

Tel: **01865 741200**

The Relatives & Residents Association advice line

Tel **020 7359 3136**

The Oxfordshire Council of Disabled People

Tel: **01865 792226**

All Age Advocacy Dementia Project (ADAPT)

Tel: **01865 742745**

Age UK

St Edmunds House, 39 West Street, Abingdon OX14 5BW,

Tel: **01235 849400**

Community advocates

Chinese: **01865 456619** or **456622**
Indian and Pakistani women: **01865 456622**
Bangladeshi women: **01865 456623**
Travellers: **01869 325796**
Caribbean: **01865 456618**

There are a number of groups and organisations - local and national - which provide advice and support to older people. They include:

[Age UK](#) - charity concerned with the needs and aspirations of older people.
Information line **0800 00 99 66**

[Alzheimer's Society](#) - The Alzheimer's Society provides advice and support to people with dementia and their Carers.
Tel: **020 7306 0606**

[Contact the Elderly](#) - Seeks to reduce isolation for older people who live alone, by providing social occasions such as monthly tea parties.
Free phone **0800 716543**

Legal advice

The Community Legal Service Fund helps people who cannot afford legal services as long as they meet certain conditions. The scheme, which replaced Legal Aid, is run by the Legal Services Commission. A solicitor or adviser will tell you if you qualify for help.

Many organisations, such as Citizens Advice Bureaux and law centres, offer a free service. It is possible that you may have to pay for some charges, such as photocopying, to cover the organisation's costs.

Some organisations, including solicitors, offer a set period (often 30 minutes) of initial free advice. For example, the Accident Line scheme offers a free initial interview with a solicitor for those who have suffered a personal injury because of an accident.

For more details of **Accident Line** you can call their free telephone helpline on **0500 192939**

Please note: The organisations listed on this page are not endorsed or recommended by Oxfordshire County Council and the contact details are provided for information only.

Please feel free to contact any of the organisations on this fact sheet yourself. If required, Carers Oxfordshire can also help you further. You can contact them on 0845 050 7666, Monday to Thursday 08:30-17:00, Friday 08:30-16:00